

Online Water Account Services

300 W. Cotton St. | [Click here for map](#) [1]

[Water Utilities - Billing Accounts/New Service \(Finance\)](#) [2]

Thanks for choosing to pay your water bill online. The City of Longview Water Utilities Department has two convenient options.

eCARE

This option allows you to access your utility account, view your current or past bills and pay your bill online. You will need to set up your account with a login (account number) and password. Each time that you access your account through eCare, you will need your login information.

After logging in, this service provides the opportunity to view and pay your utility bill online. The utility bill includes charges for water, sewer, garbage services, recycling services (if applicable) and tax on garbage and recycling services.

Quick PayNow

This payment function allows you to pay your utility bill in a faster and more convenient way. Because you are not accessing your account, you will not need your login information. Instead, you can pay your bill with only your account number and the numeric portion of your service address.

Follow these easy steps to complete your payment. First, you must have your account number, which is located in the upper right portion of your utility bill, separated by a dash.

1. When prompted, enter the first eight digits of your utility account number, then, enter the 2 digits following the dash.
2. Next, enter the numeric portion of your service address.
3. You will then be able to pay your bill with either credit or debit card (Discover, MasterCard or Visa) or check.

There is no extra charge for the eCARE and Quick Pay Now service. All payment amounts are validated as real-time and accepted according to a prescribed schedule. All credit or debit card payments received after 10:00 p.m. will be posted the next business day. Electronic check payments may take up to 48 hours to clear the bank and post to your account. These payments that are not yet transferred into the billing system may show as pending on your account. An payment confirmation or receipt will be sent to the email address provided by the customer.

Customer Account Protection

The City of Longview Water Utilities Department complies with the Federal Trade Commission (FTC) Red Flag Rule legislation regarding the security of its water accounts and the protection of its customers' personal information against potential theft or fraud. A Red Flag refers to a pattern, practice, or specific activity that indicates the possible existence of identity theft. For this reason, you may be required to show your personal identifying information or other vital supportive documents, while opening an account, transferring water service, accessing account information via phone or closing your water account.

[Click Here to Pay Your Water Bill Now!](#) [3]

[Online Water Account Registration Information - First Time Users](#) [4]

Online Water Account Services

Published on Water Utilities (<http://water.longviewtexas.gov>)

[Online Water Account Tutorial](#)

[5] [eBilling Frequently Asked Questions](#) [6]

For more information call: 903-237-1030 | [Contact Us](#) [7]

Source URL: <http://water.longviewtexas.gov/online-water-account-services>

Links:

[1] http://maps.google.com/maps?f=q&source=s_q&hl=en&geocode=&q=300+W+cotton+st.+75601&sl=37.0625,-95.677068&sspn=30.185946,59.501953&ie=UTF8&hq=&hnear=300+W+Cotton+St,+Longview,+Gregg,+Texas+75601&ll=32.495447,-94.746373&spn=0.007836,0.014527&z=16

[2] <http://water.longviewtexas.gov/service/water-utilities-billing-accountsnew-service-finance>

[3] <https://ecare.longviewtexas.gov/ecare>

[4] <http://water.longviewtexas.gov/online-water-registration>

[5] <http://water.longviewtexas.gov/online-water-account-tutorial>

[6] <http://water.longviewtexas.gov/ebilling-faq>

[7] <http://water.longviewtexas.gov/services-contact#WaterUtilities@LongviewTexas.gov>